

## Your Rights as a Client

Caracole wants to make sure that you and your friends and family are treated with respect. Your rights are listed below. **If we have not lived up to this promise, we need you to let us know.**

- ❖ RESPECT: You and your friends and family will be treated with respect and honor.
- ❖ FAIRNESS: You and your friends and family will not be treated differently because of your race, gender, sexual orientation, appearance, religion, spirituality, ethnicity, national origin, past history, military service, health or age.
- ❖ PRIVACY: You can expect to have your privacy protected. We won't share your information without your permission.
- ❖ CARE: You and your friends and family have the right to receive high quality care at Caracole. In order to make that happen, we need you to stay involved with your service plan.
- ❖ COMMUNICATION: Our staff members will respond to your questions, concerns, and requests in a reasonable amount of time. We will provide services in your language using an interpreter if needed.
- ❖ ENDING SERVICES: You have the right to end services with Caracole at any time. If we are no longer able to serve you as a Caracole client, we will explain the reasons why. You have the right to talk to us about ending services either in-person, by phone, or in writing. You have the right to be referred to another agency for services. You can always apply for services again.

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**Client Signature (or Authorized Representative)**

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**Date**

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**Agency Representative/Witness**

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**Date**

## How to Report Your Concerns

Caracole wants to make sure that you and your friends and family are treated with respect. **If we have not lived up to this promise, we need you to let us know.** Here is how to report a problem:

**1. Share your concerns with your Case Manager or Housing Specialist.**

**2. Contact a supervisor** if you feel that your concerns have not been addressed, or if you do not feel comfortable talking with your Case Manager or Housing Specialist.

CASE MANAGEMENT SUPERVISORS:

Karen Dengler, LISW-S (513) 619-1481  
Allison Cremering, LISW-S (513) 619-1455;  
Wendi Craddock, LISW-S (513) 619-1466;  
Claire Scott, LSW (513) 948-2713

HOUSING SUPERVISOR: Caroline Daley, LSW (513) 679-4451

ASSOCIATE DIRECTOR, PREVENTION: Suzanne Bachmeyer, (513) 619-1472

**3. Contact the Director of Client Services** by phone or in writing if you are not satisfied after speaking to a supervisor. After hearing from you, she will contact you within three business days to talk about the problem.

DIRECTOR OF CLIENT SERVICES: Midge Hines, LISW-S, (513) 619-1473

**4.** The Director of Client Services will notify the **Director of Operations** after talking with you if the problem is not resolved. The Director of Operations will contact you within three business days after that to address your concerns.

DIRECTOR OF OPERATIONS: Rina Saperstein, (513) 948-2711

**5.** You also have the right to **make a complaint outside Caracole.** If you are not sure who to speak to, the Director of Client Services or Director of Operations can help. Here is the contact information:

COUNSELOR, SOCIAL WORKER, AND  
MARRIAGE & FAMILY THERAPIST BOARD:  
(614) 466-0912 | [cswmft.info@cswb.ohio.gov](mailto:cswmft.info@cswb.ohio.gov)

Americans with Disabilities Act  
U.S. DEPT. OF JUSTICE DISABILITY RIGHTS  
SECTION: (202) 307-0663

U.S. DEPT. OF HEALTH AND HUMAN  
SERVICES OFFICE OF CIVIL RIGHTS, REGION V:  
(800) 368-1019 | [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov)

STRATEGIES TO END HOMELESSNESS:  
(513)263-2797 | [jlmcevilley@end-homelessness.org](mailto:jlmcevilley@end-homelessness.org)

Michael Sharp, STI, HIV, HCV INTERVENTIONS  
AND TREATMENT\_SECTION, OHIO  
DEPARTMENT OF HEALTH:  
614-466-5073 | [michael.sharp@odh.ohio.gov](mailto:michael.sharp@odh.ohio.gov)

OHIO CIVIL RIGHTS COMMISSION  
Cincinnati Regional Office  
(513) 351-2541

Laurie Rickert, LISW-S\_HIV CARE SERVICES  
OHIO DEPARTMENT OF HEALTH: (614)466-1411

LEGAL AID SOCIETY OF CINCINNATI  
(513) 241-9400

U.S. DEPT OF HOUSING AND URBAN  
DEVELOPMENT: (800) 669-9777  
[ComplaintsOffice05@hud.gov](mailto:ComplaintsOffice05@hud.gov)